

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

May 2018

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Federal Program/Equipment	1
Air Voice Wireless, LLC Total				1
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Federal Program/Equipment	3
AmeriMex Communications Corp. Total				3
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	1
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	7
		Billing	Payment Error	1
		Billing	Bundled Services	3
		Billing	Cramming	1
		Billing	Cramming/3rd Party Billing	1
		Billing	Early Termination Fee - ETF	1
		Billing	Slamming	1
		Billing	Toll Dispute	1
		Service	Delayed Orders/Missed Appointments	4
		Service	Disconnection Non Payment	1
		Service	Outage	11
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	2
		Service	Refusal To Serve	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	23
		Lifeline	LLB Approved for Discount	3
Lifeline	LLB Discount Switched to Other Carrier	2		
Policy and Practices	Safety	2		
Policy and Practices	Abusive Marketing	1		
AT&T California Total				81
IEC5800	AT&T Long Distance	Billing	Late Payment Charge - LPC	1
AT&T Long Distance Total				1
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	High Bill	9
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	3
		Billing	Cramming	1
		Billing	Disputed Customer of Record	2
		Service	Outage	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	3
		Policy and Practices	Abusive Marketing	3
AT&T Mobility Total				29

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	High Bill	1
		Billing	Early Termination Fee - ETF	1
Birch Communications Total				2
CLC6764, CLC7222	Blue Casa Telephone, LLC; Telscape Communications	Billing	Other Charges	1
Blue Casa Telephone, LLC; Telscape Communications Total				1
CLC6955, CLR6955, IEC6955	Bright House Networks Information Services (California), LLC	Billing	High Bill	1
Bright House Networks Information Services (California), LLC Total				1
CLC5335, IEC5335, IEC6018	CenturyLink	Service	Delayed Orders/Missed Appointments	1
CenturyLink Total				1
CLC6878, CLR6878, IEC6878	Charter	Service	Outage	1
Charter Total				1
CLC5698, IEC5698	Comcast Digital Phone	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	2
Comcast Digital Phone Total				3
CLC1015, LEC1015	Consolidated Communications	Billing	Bill Adjustment	1
Consolidated Communications Total				1
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Service	Delayed Orders/Missed Appointments	1
		Service	Number Portability - Wireless or Landline	1
Cox; Cox Communications; Cox Business Total				2
CER4436	enTouch	Lifeline	LLB Application Request	1
enTouch Total				1
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	High Bill	8
		Billing	Other Charges	6
		Billing	Payment Error	1
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	2
		Service	Disconnection Non Payment	3
		Service	Outage	4
		Service	Call Quality	1
		Service	Number Portability - Wireless or Landline	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	1
		Policy and Practices	Safety	2
		Policy and Practices	Abusive Marketing	1
Frontier California, Inc. Total				37
IEC5680	Global Tel*Link Corporation; GTL	Billing	Disputed Customer of Record	1
Global Tel*Link Corporation; GTL Total				1
CER4372	I-Wireless, LLC	Lifeline	LLB Approved for Discount	1
I-Wireless, LLC Total				1
CER4442	Life Wireless	Lifeline	LLB Federal Program/Equipment	1
		Lifeline	LLB Application Request	1
Life Wireless Total				2
CEC3079	MetroPCS	Billing	Other Charges	1
MetroPCS Total				1
CLC7112	Peerless Network of California, LLC	Billing	Slamming	1
Peerless Network of California, LLC Total				1

Utility Code	Utility Name	Category	Subcategory	Count
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
Preferred Long Distance, Inc. Total				1
IER6504	Siskiyou Long Distance	Service	Delayed Orders/Missed Appointments	1
Siskiyou Long Distance Total				1
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
Sonic Telecom, LLC Total				2
CLC6996, IEC6996	Suddenlink Communications	Service	Outage	2
Suddenlink Communications Total				2
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Federal Program/Equipment	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Surelink Mobile; TruConnect Total				5
CER4411	Tag Mobile, LLC	Lifeline	LLB Federal Program/Equipment	2
Tag Mobile, LLC Total				2
CER4410, CLC6875, CLR6875, IEC6875	TC Telephone, LLC; Horizon Cellular	Billing	Slamming	1
		Lifeline	LLB Approved for Discount	3
TC Telephone, LLC; Horizon Cellular Total				4
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Service	Outage	1
Telepacific Communications Total				2
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	1
		Billing	Bundled Services	1
		Service	Outage	1
		Service	Call Quality	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Discount Switched to Other Carrier	3
		Policy and Practices	Abusive Marketing	1
Time Warner Cable Total				9
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Number Portability - Wireless or Landline	1
T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile) Total				4
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America: Total Wireless)	Lifeline	LLB Federal Program/Equipment	4
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	3
TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel)				11
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	High Bill	3
		Billing	Other Charges	2
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
Verizon Wireless Total				10

Utility Code	Utility Name	Category	Subcategory	Count
CER4327	Virgin Mobile; Assurance Wireless	Lifeline	LLB Federal Program/Equipment	11
		Lifeline	LLB Application Request	2
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	1
Virgin Mobile; Assurance Wireless Total				15
IER6985	Windstream Communications, Inc.	Billing	Bill Adjustment	1
Windstream Communications, Inc. Total				1
CLC5553, IEC5553	XO Communications Services	Billing	Early Termination Fee - ETF	1
XO Communications Services Total				1
Grand Total				241

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.